

## **MEM-CL-Lock-in Provider Termination**

### **Purpose:**

Process requests from Lock-in providers to terminate participation as a specific member's Lock-in provider

### **Identification of Roles:**

- **Lock-in (LI /Coordinator** – Accepts and processes provider termination requests.

### **Performance Standards:**

NA

### **Path of Business Procedure:**

Step 1: Provider contacts LI Coordinator to notify of termination of relationship with member (member fired from practice).

Step 2: The provider faxes copy of termination notice to the Lock in Department.

Step 3: LI Coordinator determines new Lock-In Provider.

- a. The Coordinator tries to contact the member to see if there is a different provider that they want to see.
- b. The member's notes are researched in C3 to determine if providers have previously declined to participate in the program
- c. The LI Coordinator contacts the provider to verify willingness to participate as the member's Lock-in Primary Care Provider (PCP)
- d. If member is unable to be reached or cannot locate a provider the LI Coordinator will place the member with the nearest FQHC or RHC.

Step 4: The LI Coordinator removes provider from the Social Services Number Information (SSNI) system with the effective date.

- a. Lock-in Provider Selection is made using MEM-Lock-in Provider Selection and Change Procedure
- b. New Lock-in Provider information is entered into SSNI following, MEM-Updating Member Lock-in Providers in SSNI procedure

Step 5: LI Coordinator generates *Letter 16, Physician Termination*, found in C3.

- a. Letter is sent to terminating provider
- b. Letter is sent to the member

Step 6: The LI Coordinator will then generate *Letter 18, Provider Change Letter* found in OnBase.

- a. Letter is sent to the member
- b. Letter is sent to old Lock-in providers
- c. Letter is sent to new Lock-in providers

Step 7: Member has 10 days from the receipt of the *Provider Termination* letter to contact Lock-in with a different provider name who is willing to be member's Lock-in provider

Step 8: Document all interaction with member and providers as well as correspondence in C3 in the notes section

Step 7: The LI Coordinator will give the termination letter to the administrative assistant to scan and upload into the member's C3 account.

Step 8: Copies of all letters will be scanned and uploaded into C3 to the proper member's chart by the administrative assistant.

### **Forms/Reports:**

NA

### **RFP References:**

6.5.6

### **Interfaces:**

SSNI

MMIS

OnBase

C3

Data Warehouse

### **Attachments:**

NA

